

Springboard Community Services

Job Description

Job Title: Safe House Program Manager

Department: Housing –Safe House

Classification: Administrative IIB – Salaried/Exempt

Reports To: Director of Client Services

SUMMARY

The Safe House Program Manager is responsible for overall staffing and maintenance of the Safe House Program which is located in an undisclosed location in Carroll County. The Safe House is used to keep primary and secondary victims of domestic/interpersonal violence, family violence, human trafficking, elder abuse and other victims of crime safe during time of initial crisis. Safe House Program Manager is an essential employee and not eligible for telework options unless pre-approved by the Senior Director of Client Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 24/7 oversight and scheduling of staffing and operations of the Safe House; this includes creating monthly scheduling, following up with part & full time, and PRN staff on needs and scheduling changes, and providing coverage when needed.
- Schedule or Program Manager will be at least one evening per week and two weekend days per month to assure all shifts have frequent direct supervision
- Responsible for hiring, training, overall supervisor and termination when needed of all staff.
- Responsible for operations of the Lethality Assessment Phone (LAP), the 24 hour domestic violence hotline and after hour hotline.
- Review, supervisory review and approval of electronic client records in the agency's Electronic Health Record (E.H.R.) software system
- Review, approve and keep account of financial request, approval of all request that are no more than \$100. Documentation to be provided to Chief Financial Officer (CFO) monthly
- Complete all agency required documentation including those required of Supervisors in a timely manner.
- Oversee routine maintenance of the shelter including but not limited to 'flipping' of the house guest room in preparation of new guest arrival, grocery and supply shopping for the house, providing bedding and hygiene items for guest, picking up mail from the post office, and routine tasks that would be done daily for the overall cleanliness of the shelter
- To complete in house training for all staff, providing procedural binders for shelter
- To assist with the safety planning and direct client services as needed in efforts to support house guests during their stay
- Schedule maintenance for the shelter vehicle in accordance with agency guidelines
- Participate in ongoing Outreach activities within the family and domestic violence programs
- Maintain collaborative working relationships with outside agencies and attend multiple community meetings.
- Participate in scheduled supervisory sessions to provide feedback regarding direct services, program and other issues which impact on the program.
- Participate in all SCS schedule meetings that occur within Carroll County or other SCS designated meeting sites
- Attend Shelter Directors Meetings as scheduled by MNADV
- To seek and keep account of both in-kind and monetary donations made to Safe House, relay all in-kind and monetary donation information and client receipts to Chief Financial Officer (CFO) monthly.
- Other duties as assigned.

GENERAL DUTIES

- Active participation in staff meetings to assist with ensuring the clients receive appropriate and timely services and to provide input to enhance service delivery for program participants
- Maintain statistics regarding service delivery and other services provided to victims of domestic violence as necessary
- Maintain awareness of community resources
- Manage tasks assigned

SUPERVISORY RESPONSIBILITIES

Supervising designated Support Staff and PRNs for residential program, keeping track of scheduling for staff, training for staff regarding Safe house policies and procedures, creating and assigning tasks for overnight and weekend staff to complete in house; assists with the hiring of Safe house staff and any necessary disciplinary actions that may require while supervising staff.

This position is on call for the shelter, and if a shift is unable to be covered, the supervisor in this role is the person who work the shift in order to maintain coverage.

Supervising of overnight, weekend, closure and holiday; scheduling and monitoring coverage for the Carroll County hotline, assisting with the hiring of staff and any necessary disciplinary actions that may require while supervising staff.

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Social Work, Human Services or a related field.
- A minimum of one year experience providing crisis services to families.
- Knowledge of and ability to work with persons of diverse backgrounds.
- Knowledge of shelter operations.
- Knowledge of dynamics of domestic violence.
- 2 years of supervisory experience preferred

LANGUAGE SKILLS

Ability to read and comprehend basic instructions, short correspondence, and memos. Ability to write basic correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees within the organization. Spanish speaking is preferred by not required.

MATHEMATICAL SKILLS

Basic math skills of addition, subtraction, multiplication and division are required.

REASONING ABILITY

Ability to apply principles of logical or therapeutic thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

CPR and First Aide Certified preferred

PHYSICAL DEMANDS

The physical demands of this position representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands of this position are as follow:

- Routine office mobility.
- Must be able to work at the Safe House, as this job cannot be completed off site and is considered essential personnel.
- Must be able to transport her/himself to the shelter and other locations as necessary in a timely manner.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics are as follows:

- Will work in the Safe House, a routine office setting.
- Will need to travel to meetings. This must be done in a timely and efficient manner.
- Must be able to work at the Safe House, as this job cannot be completed off site and is considered essential personnel.

Acknowledgement of review and receipt:

Supervisor:

Print : _____

Sign: _____

Date: _____

Employee:

Print : _____

Sign: _____

Date: _____